

Agenda

Extraordinary Housing, Health and Communities Committee Meeting

Date: Wednesday, 25 February 2026

Time 7.00 pm

Venue: Council Chamber, Swale House, East Street, Sittingbourne, ME10 3HT

Membership:

Councillors Lloyd Bowen, Hayden Brawn, Derek Carnell, Ann Cavanagh, Kieran Golding, Alastair Gould, Angela Harrison (Vice-Chair), Peter MacDonald, Peter Marchington, Ben J Martin, Pete Neal, Tom Nundy, Hannah Perkin (Chair), Carrie Pollard and Karen Watson.

Quorum = 5

Pages

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Members who are in any doubt about interests, bias or predetermination should contact the monitoring officer for advice prior to the meeting.

Items for Decision by the Committee

- 4. Swale Domestic Abuse Policy Refresh 2026
- 5. Swale Public Space CCTV Annual Report 2025/2026
- 6. Temporary Accommodation (TA) Scrutiny Report – to-follow

Issued on Tuesday, 17 February 2026

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**Chief Executive, Swale Borough Council,
Swale House, East Street, Sittingbourne, Kent, ME10 3HT**

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Housing, Health and Communities Committee	
Meeting Date	25 th February 2026
Report Title	Swale Domestic Abuse Policy refresh 2026
EMT Lead	Emma Wiggins, Director of Regeneration and Neighbourhoods
Head of Service	Charlotte Hudson, Head of Housing and Communities
Lead Officer	Tina Grafton Safeguarding Team Lead / ASB Officer
Classification	Open
Recommendations	For Housing & Health and Communities Committee to review and adopt this revised domestic abuse policy.

1 Purpose of Report and Executive Summary

- 1.1 The Domestic Abuse Policy was brought into place in 2023 and due to be reviewed three yearly ready for publication in March 2026.
- 1.2 This report contains updates made to the policy in legislation and minor changes due to best practice in domestic abuse work.

2 Background, Context and Proposals

- 2.1 Swale Borough Council, through both its safeguarding and community safety duties have been supporting domestic abuse victims / survivors for many years, linking in with both statutory and voluntary sector partners to improve partnership work and its response to victims. Since the introduction of the Domestic Abuse Act 2021 (amendments in 2024), a domestic abuse officer has been in post to review compliance to this Act and support wider partnership work with the aim of improving responses to victims / survivors and their families. Within this work we now also aim to hold perpetrators to account where possible through programmes of work available to us.
- 2.2 The policy has been reviewed in line with legislative changes and best practice from what was formerly known as Domestic Homicide reviews and more recently renamed as Domestic Abuse Related Death Reviews (DARDR).
- 2.3 The policy is intertwined with our accreditation status of a Gold Award with Domestic Abuse Housing Alliance (DAHA), this ensures we work within the best practice guidelines that this process provides.
- 2.4 Reviewing and adopting this policy would mean that we are meeting our statutory requirements.

2.5 This policy update would ensure we cannot be challenged on our practices by KMSAB (Kent and Medway Safeguarding Adult Board) whilst undertaking annual audits for out-of-date policies.

2.6 Changes to the current sections within policy include:

- Language change within policy from victim and referring to them as survivors once settled and supported as survivors.
- Legislation change to reflect 2024 amendments to DA Act 3.1.
- Narrative changed to be more inclusive 3.3.
- Additional text added regarding Kent stats 4.2.
- Legal duties expanded upon 5.1
- Emphasised to reflect all High Risk or complex cases being flagged to safeguarding team 7.2.2
- Risk based safety led comment added 7.3.1
- Tailored Response - word **must** added to ensure personal characteristics are considered and taken into account to ensure relevant by and for services are identified 7.5.1.
- Reference to DARDR (Domestic Abuse Related Death Review) added opposed to previous process known as DHR (Domestic Homicide Review) 10.4

3 Recommendations

3.1 For Housing, Health and Communities Committee to approve this refreshed Domestic Abuse Policy.

4 Alternative Options Considered and Rejected

4.1 Not adopting this policy refresh would not be in keeping with the work of Swale Borough Council ensuring that we remain in date with current legislative changes.

4.2 The policy not being updated would result in our Gold Award with DAHA being withdrawn.

4.3 Furthermore, not reviewing and adopting this policy would mean that we are not meeting our statutory requirements.

- 4.4 By not adopting this revised policy would result in challenges of our practices by KMSAB during audits (Kent and Medway Safeguarding Adult Board).

5 Consultation Undertaken or Proposed

- 5.1 We have consulted with specialist trained Independent Domestic Violence Advocate (IDVA) within our own teams and wider housing teams who are predominant users of this policy although this is relevant to all staff, volunteers, and Members. The IDVA is a team member within the housing team who has extensive experience and qualifications in the domestic abuse arena along with legal training/qualifications.

6 Implications

Issue	Implications
Corporate Plan	This Policy supports the Corporate Plan priority 'tackling deprivation and creating equal opportunities for everyone' and the objective of 'ensuring that the council plays a proactive role in reducing crime and ASB, including through the modernisation of CCTV provision.'
Financial, Resource and Property	There are no additional finance, resource, or property implications in implementing this refreshed policy. Funding is already committed to the county commissioned domestic abuse service from existing community safety core budget. Further grant funding is provided on an ad hoc basis towards perpetrator services or other required local services through core community safety budget or the grant received from the Police and Crime Commissioner.
Legal, Statutory and Procurement	The Council are required to comply with a variety of legislation in relation to Domestic Abuse including the Domestic Abuse Act 2021 and amendments 2024, Care Act 2014, Children's Act 1989 and the Crime and Disorder Act 1998. This policy does not introduce any additional activity to meet the requirements of this legislation but consolidates existing action into one place.
Crime and Disorder	The policy details the main aim of the Domestic Abuse Policy which is to increase the safety of those residents within the Borough that are affected by domestic abuse.
Environment and Climate/Ecological Emergency	No environment and sustainability implications have been identified at this stage.
Health and Wellbeing	This policy consolidates existing activity under both the community safety and safeguarding agendas into on place, all of which seek

	to increase the health and wellbeing of those affected by domestic abuse.
Safeguarding of Children, Young People and Vulnerable Adults	The revised policy bolster's the existing Safeguarding Policy for the Council, ensuring appropriate responses are in place for those affected by domestic abuse. This includes both the victim and household members which encompasses children. We also have a staff DA policy which is due to be reviewed and refreshed later in 2026.
Risk Management and Health and Safety	No specific implications on risk management or health/safety have been identified at this stage.
Equality and Diversity	No specific implications on groups with protected characteristics have been identified.
Privacy and Data Protection	The revision of this policy does not identify any new privacy or data protection concerns. Any data gathered or shared will continue to be done so in line with existing community safety/safeguarding mechanisms.
Local Government Reorganisation	No current issues have been identified at this time but when moving towards unitary set up this policy and associated procedures would need to be reviewed.

7 Appendices

7.1 The following documents are to be published with this report and form part of the report:

- Appendix I: Domestic Abuse Policy

8 Background Papers

No background Papers required to be provided

Swale Domestic Abuse Policy 2026

1. Introduction

Swale Borough Council is committed to ensuring the safety of its community. The Council believes that all forms of domestic abuse are unacceptable and this Policy sets out not only the Council's responsibilities under the Domestic Abuse Act 2024, including amendments to the existing Domestic Abuse Act 2021 which enhance protections and responsibilities relating to domestic abuse in England and Wales, but also details further actions the Council will take to support victims and survivors of domestic abuse and their families, working collaboratively with partner agencies.

2. Purpose

- 2.1 The purpose of this policy and its associated procedures are to increase the safety of those residents within the Borough of Swale along with those who present to Swale Borough Council from other areas that are affected by Domestic Abuse.
- 2.2 This policy also demonstrates how Swale Borough Council (SBC) will meet its legal obligations and assure victims and survivors of domestic abuse as to what they can expect SBC to do to increase their safety; and how the Council we will work in collaboration with external agencies to do so.
- 2.3 This policy further reinforces our dedication to safeguarding individuals affected by domestic abuse, as demonstrated by our achievement of Domestic Abuse Housing accreditation (DAHA) in September 2025. In their response, DAHA commended Swale for exemplary practice throughout the assessment process, noting that expectations were exceeded in several areas, notably Partnerships & Collaboration and Safety-Led Case Management. Swale's robust policy framework, comprehensive procedures, and thorough training programme were also highlighted as best practice in establishing a model for accreditation.

3. Definition of Domestic Abuse

- 3.1 Domestic Abuse is defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violence behaviour. It is between those that are 16 and over and are, or have been in an intimate relationship, family members or have a parental relationship in relation to the same child. For full definition please visit [The Domestic Abuse Act 2021 \(Amendment\) Regulations 2024](#)
- 3.2 Domestic abuse can include, but is not limited to:
 - Coercive control (a pattern of intimidation, degradation, isolation, and control)
 - Psychological or emotional abuse
 - Physical or sexual abuse
 - Financial or economical abuse
 - Harassment and stalking
 - Violent or Threatening Behaviour
 - Online or digital abuse

- 3.3 SBC recognises that domestic abuse can be experienced by anyone. and we will ensure an appropriate response for all, regardless of gender, ethnicity, sexuality, disability etc
- 3.4 The Domestic Act 2021 formally recognised children as victims of domestic abuse in their own right, due to the impact experiencing domestic abuse can have on them. SBC had already understood this impact and had been working with partner agencies to determine what local services needed to be in place for children affected by domestic abuse.
- 3.5 It is also recognised that domestic abuse can be more prevalent within certain groups and that any response must consider those with protected characteristics, but also that they may experience more barriers in accessing support.

4. Swale Context

- 4.1 Domestic Abuse is one of the highest crime volumes in the borough and there has continued to be a steady increase in reported domestic abuse incidents over the last ten years across all agencies. This is the case nationally. This is in part felt to be due to increase confidence in victims to report concerns but ultimately is reflective of the high prevalence of these issues. A report published by Kent County Council in 2024 stated that cases had risen by 37% in the last five years “ The rise in cases could also be due to an increase in rise of influential figures promoting misogyny online
- 4.2 Annually within Swale, the local domestic abuse picture is captured within the Community Safety Strategic Assessment. Within Kent, an annual Domestic Abuse Needs Assessment is also completed. Both documents show how partners within Kent will work together to tackle this issue.

5. Legal Duties

- 5.1 The Domestic Abuse Act 2021 became law on 30th April 2021 (and amendments made in 2024). It includes:
- A revised legal definition of domestic abuse which recognises children as victims in their own right (as discussed in section 3).
 - Legal duty on Councils to fund support for survivors in safe accommodation
 - New protections in the family and civil courts for survivors
 - A guarantee that all survivors will be in priority need for housing and will keep a secure tenancy in social housing
- The amendments added in 2024:
- **Cooperation with authorities:**
The 2024 amendments add the independent office for Police Conduct (IOPC) to the list of specified public authorities required to cooperate with the Domestic Abuse Commissioner. This aims to improve oversight and accountability in handling domestic abuse cases.
 - **Domestic Abuse Protection Orders:** The amendments clarify the conditions under which domestic abuse protection orders can be issued, allowing county courts to issue

e these orders in relevant proceedings. This enhances the legal framework for protecting victims of domestic abuse.

- **Implementation Dates:** The new regulations came into force on April 16, 2024, indicating a commitment to timely implementation of these important changes.

- 5.2 The Care Act 2014 stipulates how local authorities (in this case Kent County Council) and other parts of the system such as relevant partners (which includes SBC as a district council) should protect adults at risk of abuse or neglect. This includes those experiencing or having experienced domestic abuse.
- 5.3 The Children Act 1989 states that the child's welfare is paramount and that every child has a right to protection from abuse, neglect, and exploitation.
- 5.4 The Crime and Disorder Act 1998 Section 17 places a duty upon SBC to consider the impact of its functions and decision in crime and disorder within their local area; and to fully cooperate within the local Community Safety Partnership (CSP). Within the Swale CSP, SBC is an active partner and tackling Domestic Abuse is a key priority for the Partnership and has been for many years.

6. Policy Position

6.1 Principles

- 6.1.1 SBC believes that all forms of domestic abuse are unacceptable and is committed to the following principles:
 - To work in partnership with external agencies to ensure the most appropriate response is in place as a Borough to victims and survivors of domestic abuse, working towards a Coordinated Community Response.
 - To ensure our staff have the correct skills, tools, and knowledge to effectively respond to victims of domestic abuse
 - To ensure that all practice is underpinned by safety led case management
 - That a survivor led approach is taken to all service development
 - To provide inclusive services that are accessible and meet the individual needs of all, including those experiencing domestic abuse within same sex relationships
 - To consider our role in how perpetrators of abuse are held to account for their behaviour and seek to ensure appropriate support services are in place for them
 - To actively promote our domestic abuse response
 - To have a trauma informed approach to supporting victims and survivors
- 6.1.2 This policy will be developed and reviewed on a regular basis, with residents, service users and partner agencies affected by domestic abuse. It will be reviewed within three years. Consideration will be given to any changes in legislation or policy.
- 6.1.3 Should any learning arise from Domestic Homicide Reviews, Serious Case Reviews or Serious Adult Reviews which impact on this Policy and the way in which SBC responds to domestic abuse, the Policy will be revised sooner.

6.2 Scope

- 6.2.1 This policy covers Swale Borough Council's response to victims and survivors of domestic abuse. It clearly identifies the role of the Council in this agenda and how it will work in partnership with other agencies.
- 6.2.2 This policy will sit alongside existing SBC Policies including:
- Safeguarding Policy and Procedures
 - Community Safety Plan
 - Staff Domestic Abuse Policy
 - Housing Strategy
 - Housing Allocations Policy
- 6.2.3 This policy will also sit alongside standalone domestic abuse procedures. These will provide a daily framework for staff to enable the right response is given and will focus on identifying individuals/families experiencing domestic abuse; how to respond in a safe way; and recording and sharing information.
- 6.2.4 SBC have achieved a Gold Award under the domestic Abuse Housing Alliance and the work from this ensures we are providing the best quality response to victims and survivors of domestic abuse. The teams will continue to work to maintain the current standards in the prevailing years.

7. Responding to Domestic Abuse

7.1 Key Contacts

- 7.1.1 All Swale based support for victims and survivors of Domestic Abuse can be found at <https://www.domesticabuseservices.org.uk/>.
- 7.1.2 The Swale Borough Council Safeguarding Team will be the main contact point for all victims and survivors of domestic abuse seeking support from the Council, along with for staff, Members, volunteers, and contracted services for advice on domestic abuse cases. They can be contacted on:
- Email: safeguarding@swale.gov.uk
 - Phone: 01795 417457

The team will be able to offer support, safety planning, and onward referrals to other agencies for dedicated support.

- 7.1.3 For any concerns outside of office hours, where there is an immediate concern for safety, support can be sought from Kent Police on 999 or 101 or Social Services on 03000 41 91 91.

7.2 Record Keeping

- 7.2.1 All details of cases will be kept in line with the Safeguarding Policy. The My Concern Safeguarding Database is in place to record and manage all safeguarding concerns, including those for domestic abuse.
- 7.2.2 It is the responsibility of all staff, Members and volunteers to ensure that they have recorded all domestic abuses cases are recorded on relevant systems (in compliance with GDPR,) The Safeguarding team must be informed of all High Risk or complex

case domestic abuse disclosure's or concerns, so that details of that concern and action taken can be recorded on MY Concern.

7.3 Risk based process

- 7.3.1 All support to domestic abuse victims will be tailored around a risk-based safety led approach. Safeguarding staff and those that are most likely to identify victims of domestic abuse will be required to understand how to risk assess a concern and then take appropriate action.

7.4 Local Support Services

- 7.4.1 SBC does not directly deliver domestic abuse specialist support services. As a result, staff within the Safeguarding team are required to have good knowledge of all local support services for victims and families.
- 7.4.2 Through the Community Safety Partnership mechanism, regular mapping of local services will take place. SBC will also work with partner organisations and commissioned services to identify any gaps in services needed locally.

7.5 Tailored Response

- 7.5.1 SBC recognises that not all victims/survivors of domestic abuse can access services in the same manner; or at the same point of their journey. Each response given to an identified or potential victim will be tailored to their needs and wishes. This will also include for those with protected characteristics. Referrals into specialist By and For services at either a local or national level must be considered.

8. Roles and Responsibilities

- 8.1 **All Staff, Members, Volunteers:** All are responsible for ensuring that that they are aware of how to identify a victim of domestic abuse and how to direct them for support.
- 8.2 **Senior Management Team (SMT):** SMT are responsible for ensuring that this Policy and related procedures are implemented, monitored, and regularly reviewed.
- 8.3 **Community Safety Manager:** The Community Safety Manager will be responsible for ensuring that this policy and associated procedures are implemented. This role will also be the main link for all partnership related activity.
- 8.4 **All Service Managers:** All service managers (and contract managers responsible for contracted services) must ensure that they are their staff have received the appropriate training and are confident to identify victims of domestic abuse and signpost accordingly.
- 8.5 **Safeguarding Team Lead/Safeguarding Officers:** These posts will be responsible for implementing this policy and associated procedures on a day-to-day basis. They will be the main point of contact for all other staff/Members/volunteers that have identified a victim of domestic abuse and will ensure that an appropriate response is in place.

- 8.6 Domestic Abuse Advocates have been introduced into customer facing teams. These roles will be a voluntary and provided with additional levels of training. They will be the first point of contact within teams for those seeking advice on any identification of domestic abuse concerns.

9. Training

- 9.1 SBCs Safeguarding Policy details training required by staff across a range of safeguarding subjects including domestic abuse. Training required varies depending on the level of contact by roles with vulnerable adults, children, and families, with those with the greater level of contact required to complete face to face/virtual training. Those staff with less contact will need to complete an e-learning module.
- 9.2 The Safeguarding Policy and Training Plan are reviewed annually, and this is where all domestic abuse related training will be captured.
- 9.3 Staff training compliance is monitored on a quarterly basis.
- 9.4 Specialist staff, including those within the Safeguarding Team will also consider enhanced domestic abuse training.
- 9.5 All domestic abuse training will be delivered by a domestic abuse specialist agency.
- 9.6 Staff will need to have the confidence to identify, respond to, support, refer and record domestic abuse in a way that is appropriate to their role. Specialist staff will also be required to use risk identification and assessment, information sharing and general safeguarding.
- 9.7 Training will also be made available to elected Members.

10. Partnerships

- 10.1 SBC is an active partner within the Swale Community Safety Partnership (CSP), for which domestic abuse remains a priority and has been for over ten years. It contributes to the development and delivery of any associated actions within the Swale Community Safety Plan relating to domestic abuse, including chairing the Swale Domestic Abuse Group, which is a sub-group of the CSP. The Community Safety Plan is reviewed annually, taking into account current threats and risks as part of the community safety agenda, including for domestic abuse. SBC works closely with other local partners to understand any gaps in services and how these can be addressed.
- 10.2 SBC is also an active partner within the Kent and Medway Domestic Abuse Partnership and the Kent and Medway Domestic Abuse Local Partnership Board.
- 10.3 SBC also works closely with the Kent Safeguarding Children Multi-Agency Partnership and the Kent Safeguarding Adults Board.

- 10.4 SBC will cooperate with Domestic Abuse Related Death Reviews (DARDR) formerly known as DHR process and ensuring learning outcomes are embedded with in local practice.

11. Publicity/Awareness Raising

- 11.1 SBC will ensure that information on accessing domestic abuse support is available on its website, signposting to appropriate local support services.
- 11.2 SBC is committed to working alongside the Kent and Medway Domestic Abuse Partnership on all publicity and awareness raising work. This will include:
- Promotion of the Kent and Medway Domestic Abuse website which holds comprehensive information on all local support services. This includes emergency out of hours accommodation such as refuge contacts. [KIDAS Community Support - Kent & Medway Domestic Abuse Partnership](#)
 - To be an active participant in the national '16 days of action' campaign and other localised communications campaigns.
- 11.3 SBC will work closely with other local partners to ensure there are a variety of mechanisms in place locally, including face to face, for victims to access support and advice.
- 11.4 SBC will continue to promote the White Ribbon Campaign, hosting local Ambassadors to spread the message that Violence Against Women and Girls will not be tolerated.
- 11.5 Any communication will be tailored to different audiences to ensure messaging is inclusive and that victims from all groups are able to access support.

12. Prevention

- 12.1 SBC will consider what preventative action it can take through its partnership working, to seek to prevent domestic abuse occurring in the first place.
- 12.2 This will include through engagement with schools and young people to promote what a healthy relationship looks like and where to go if they are experiencing issues themselves. Although the Council will not directly deliver this support, it will work closely with partners to ensure that such support is available.

13. Perpetrators

- 13.1 Throughout this policy, SBCs response to supporting victims and survivors of domestic abuse has been discussed, but it must be recognised that perpetrators of abuse must also be identified and held to account for their behaviour.
- 13.2 SBC will work in partnership with other local agencies to ensure that a holistic response is in place for tackling perpetrator behaviour.
- 13.3 When staff identify perpetrators of domestic abuse, information sharing with appropriate agencies will take place to ensure that appropriate action can be taken to safeguard the victim and ensure the perpetrator can be held to account for their behaviour.

- 13.4 SBC will work alongside partner agencies to ensure that there is adequate local provision in place for perpetrators to access to address their behaviour or other needs. Staff will seek to promote these services to perpetrators as appropriate.

Revised:

Next Review date: March 2029

Housing, Health and Communities Committee	
Meeting Date	25 February 2026
Report Title	Swale Public Space CCTV Annual Report 2025/2026
EMT Lead	Emma Wiggins, Director of Regeneration and Neighbourhoods
Head of Service	Charlotte Hudson, Head of Housing and Communities
Lead Officer	Steph Curtis, Strategic Policy and Communities Manager
Classification	Open
Recommendations	1. For Housing, Health and Communities Committee to note the content of this report. 2. For Members to consider any additional information they would like to see in future reports.

1 Purpose of Report and Executive Summary

- 1.1 This is the first annual report of the Swale Public Space CCTV Service. It was agreed as part of the refresh of the Swale Public Space CCTV Policy that an annual performance report be compiled to demonstrate the effectiveness of CCTV services managed by Swale Borough Council.

2 Background, Context and Proposals

- 2.1 The Swale Public Space CCTV Policy was refreshed and adopted in March 2025. As part of this policy, it was agreed that the Housing, Health and Communities Committee would see an annual performance report for the service.
- 2.2 In 2020, the Swale CCTV system returned in house to Swale Borough Council. Since that time, the system has undergone ongoing development and enhancement. The operation of the system is governed by a Code of Practice designed to safeguard individual rights while supporting crime prevention and public safety.
- 2.3 This report looks at all CCTV records held by Swale's CCTV Partnership from incidents which were recorded between January and December 2025. It provides a 12-month analysis period in which to evaluate the performance of the Control Centre.
- 2.4 In addition to a number of legal frameworks that public space CCTV must be operated within, it must also comply with the Surveillance Camera Code of Practice overseen by the Surveillance Camera Commissioner. The purpose of the Code is to ensure that individuals and wider communities have confidence that

surveillance camera systems are deployed in a manner that protects and supports them.

- 2.5 It is recognised that the use of the Swale CCTV system may have an impact on the privacy of individuals. In compliance with the Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner under Section 30(1) of the Protection of Freedoms Act 2012, Privacy Impact Assessments (PIAs) have been completed for each camera location and for any request for new camera installations. These assessments ensure that the use of surveillance cameras is lawful, necessary, and proportionate. PIAs are reviewed on an annual basis to ensure ongoing compliance and relevance.
- 2.6 In addition to completing PIAs, local authorities are required to complete the Self-Assessment Tool against the 12 Guiding Principles set out in the Surveillance Camera Code of Practice. Swale Borough Council is committed to transparency and accountability and publishes the results of the 12 Guiding Principles self-assessment alongside relevant Privacy Impact Assessments, which are available on the Council's website. www.swale.gov.uk/cctv
- 2.7 **Partnership Overview:** Swale Borough Council's CCTV Partnership comprises Gravesham Borough Council, Ashford Borough Council and Folkestone Town Council. The Partnership's CCTV control centre operates out of Sittingbourne and provides 24 hours CCTV coverage 365 days a year across Kent by a team of operators who work a rotating shift pattern. The operators are employed by Swale Borough Council.
- 2.8 **Extent of Service:** As of the end of 2025, the number of CCTV cameras monitored by Swale control centre was 321 which consists of 218 fully functional pan, tilt and zoom, (PTZ), which are sited in Sittingbourne, Faversham, Sheerness, Leysdown, Iwade, Teynham, Queenborough, Borden, Gravesham, Ashford and Folkestone.
- 2.9 **Redeployable cameras:** The use of re-deployable cameras connected to Swale control centre continues to show the benefits of its flexibility and ease of movement from one location to another. There are currently 6 re-deployable cameras in operation across Swale.
- 2.10 **External Contracts:** In addition to the management of Public Space CCTV on behalf of other Local Authorities, parish/town councils and commercial contracts; the control centre also manages the security of a local retail park and the operations of the Bourne Place Multi-Storey Car Park.
- 2.11 **CCTV Maintenance Contract:** Over the past 12 months, the CCTV Maintenance Contract has continued to demonstrate efficiency in the maintenance of all Partnership CCTV cameras, working closely and collaboratively with the team. During the last 24 months, a programme of upgrades and replacements has been delivered to address ageing and inefficient equipment.

- 2.12 **Swale Link:** Since August 2022, the Control Centre has also delivered the Swale Link radio system. This is a membership service that provides radio linkage for local businesses with the control centre and local Police. As of December 2025, there are the following members:
- Faversham – 14
 - Leysdown – 6
 - Sheerness – 20
 - Sittingbourne – 55
 - Queenborough – 2
- 2.13 **Out of Hours:** The Control Centre also delivers the out of hours service for Swale Borough Council and 2 of the local authority partners. A telephony system is managed between 4.30pm and 8am weekdays and 24 hours for weekends and holidays, with operators escalating calls as protocols dictate. For 2025, the control centre took 1545 out of hours calls.
- 2.14 Appendix 1 details key statistics in terms of operations for Swale Public Space CCTV Cameras.
- 2.15 Funding has been agreed as part of PIPF for additional camera purchases as well as system upgrades that will improve the work of the control centre.

3 Recommendations

- 3.1 For Housing, Health and Communities Committee to note the content of this report.
- 3.2 For Members to consider any additional information they would like to see in future reports.

4 Alternative Options Considered and Rejected

- 4.1 To not complete an annual Swale CCTV Performance Report – there is no legal requirement to do so; but it was agreed as part of the refresh of the Swale Public Space CCTV performance that an annual report be created and shared.

5 Consultation Undertaken or Proposed

- 5.1 No consultation has been undertaken or proposed for this annual report.

6 Implications

Issue	Implications
Corporate Plan	This Policy supports the Corporate Plan priority 'Community - To deliver an effective public space CCTV service and town centre

	radio scheme, and to grow wider service delivery by the control centre'.
Financial, Resource and Property	There are no additional finance, resource or property implications in creating this annual performance report.
Legal, Statutory and Procurement	There is no Statutory Duty to deliver CCTV. However, Section 17 of the Crime and Disorder Act 1998 places an obligation on local authorities to consider the crime, disorder and environmental issues affecting the local area and ensure their activities do all they reasonably can to prevent them. The implementation and monitoring of CCTV is one such activity delivered by Swale Borough Council that ensures this obligation is met. Swale's CCTV Partnership supports all the principles contained within the Data Protection Act 1998; Human Rights Act 1998; Regulatory and Investigatory Powers Act 2000; Protection of Freedoms Act 2012; and the 2015 Surveillance Camera Code of Practice. There is no legal requirement to complete an annual performance report of the public space CCTV service, but it does increase transparency of the service and its effectiveness; as well as being a request within the Swale Public Space CCTV Policy adopted in 2025.
Crime and Disorder	The main objectives of the Public Space CCTV service are principally to prevent and deter crime and Anti-Social Behaviour (ASB).
Environment and Climate/Ecological Emergency	There are no direct environment and climate/ecological emergency implications for this proposal.
Health and Wellbeing	There are no direct health and wellbeing implications for this proposal.
Safeguarding of Children, Young People and Vulnerable Adults	The delivery of the Public Space CCTV service enables the safeguarding of children, young people and adults through the daily operation of the control centre.
Risk Management and Health and Safety	There are no direct risk management/health and safety implications related to this performance report.
Equality and Diversity	There are no direct equality and diversity implications related to this performance report.
Privacy and Data Protection	There are no direct privacy and data protection implications related to this performance report – data has only been shared in an anonymised manner.

Local Government Reorganisation	The ongoing annual creation of this performance report between now and the creation of a new unitary authority will help to document the effectiveness of the public space CCTV service.
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7 Appendices

7.1 Appendix 1: Summary of key statistics for Swale Public Space CCTV Service

8 Background Papers

There are no background reports.

Appendix 1: Summary of key statistics for Swale Public Space CCTV Service

Swale: Incidents that Operators have dealt with live January – December 2025

- 4683 Incidents
- 10,320 Operator Patrols
- 247 Arrests

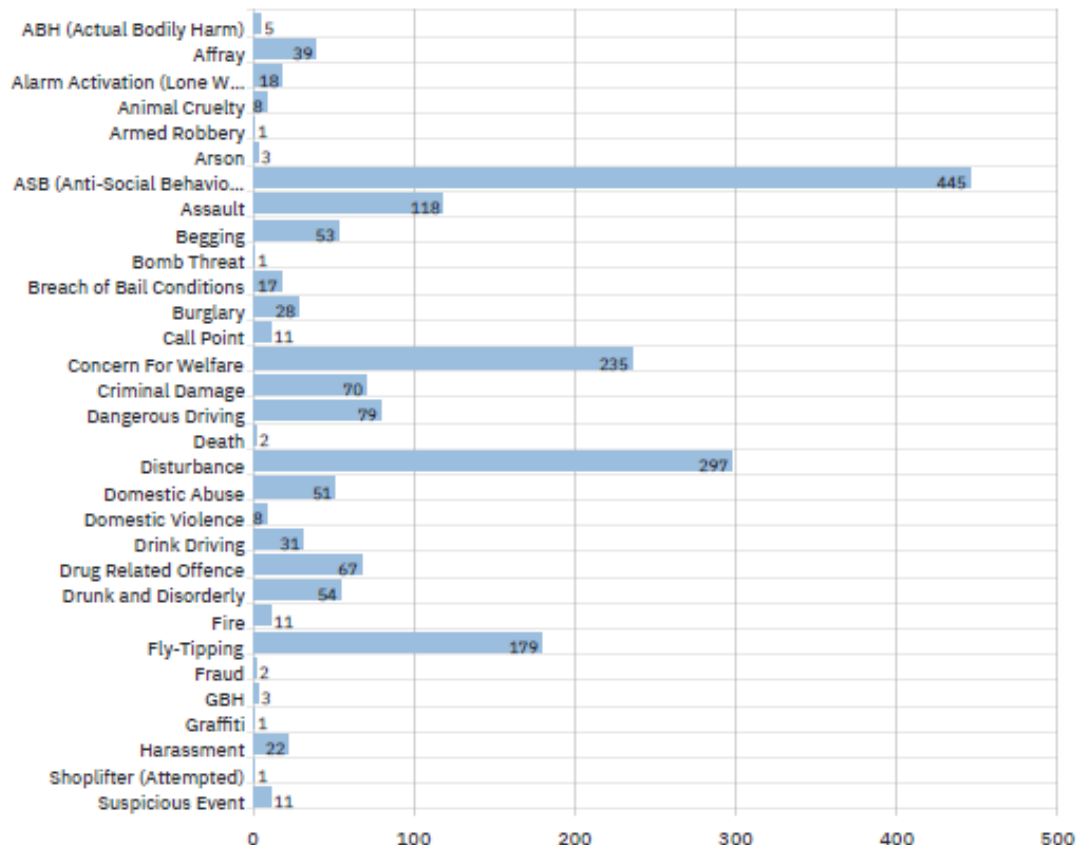
Swale: How the incidents were called in to CCTV

- 1461 Identified by CCTV Operators Directly
- 800 identified by Swale Link Members
- 338 by Town Police
- 1292 by Force Control Room
- 32 by Council Staff

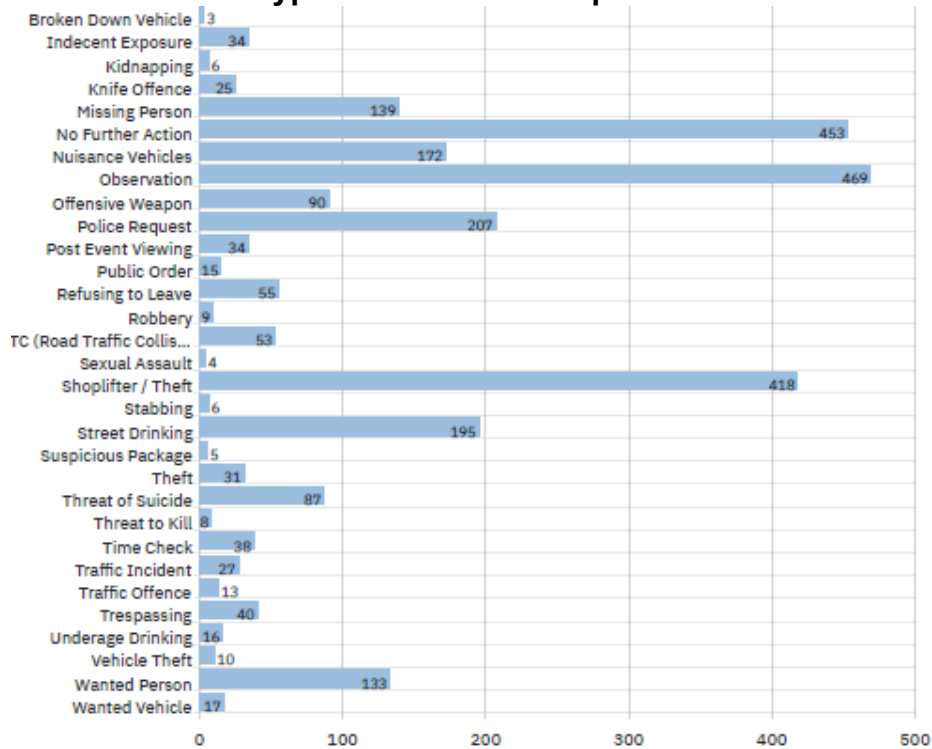
Swale: Evidential Downloads, Reviews and Images

- 414 Reviews
- 48 Downloads
- 27 Images
- 562 Axon (direct Police access system)

Swale: Incident Types Breakdown Graph 1

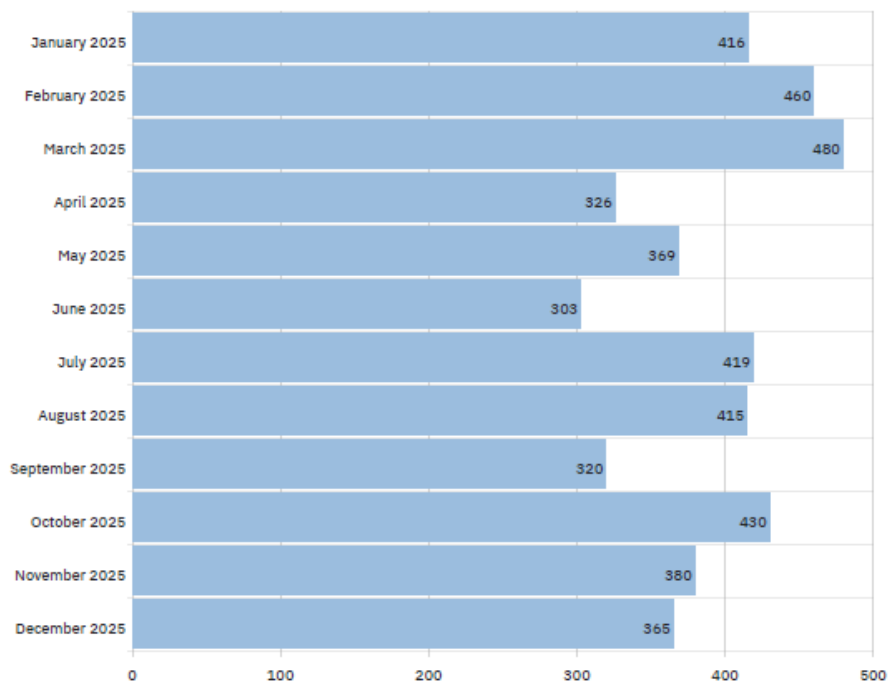


Swale: Incident Types Breakdown Graph 2



Swale: Number of Incidents per month breakdown

No. of Incidents Per Month



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